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ABSTRACT

This manual provides information for volunteers with the North Carolina Division of Youth Services. It describes the Division's history in developing correctional facilities, its philosophy and goals, and the administration of its training schools and detention centers. It cites examples of volunteer involvement in the areas of administrative and support services, public relations, maintenance, academic and vocational services, cottage life, recreation, treatment, and the chaplaincy program. It outlines who can be a volunteer and activities volunteers may be involved in, such as assisting with an on-going program, developing a program, providing "people-to-people" services, or becoming a surrogate parent. Responsibilities of volunteers are presented, including a volunteer's code of ethics, a bill of rights for volunteers, "Ten Commandments" for volunteers and for professional staff, and suggestions for relating to adolescents. A section for staff members outlines procedures for an effective volunteer program covering recruitment, screening, interviewing, orientation, training, placement, supervision, evaluation, documentation, and recognition. Three forms are appended: a volunteer application, a contract between the Division of Youth Services and the volunteer, and a volunteer job description. (JDD)

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VOLUNTEER SERVICES MANUAL

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DIVISION OF YOUTH SERVICES

D Y S VOLUNTEER SERVICES MANUAL

Al Boyles, Director
Division of Youth Services

May, 1987

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I. HISTORY

The history of the Division of Youth Services began in 1909 when the first training facility in North Carolina, Stonewall Jackson School, was established . Three other schools were founded during this same period: the State Home and Industrial School for Girls (Samarkand), Eagle Springs, September 17, 1918; Cameron Morrison School, Hoffman, January 25, 1925; and East Carolina Training School (Richard T. Fountain), Rocky Mount, January 18, 1926. The State Training School for Girls (Dobbs School), Kinston, was opened on September 12, 1944. Each school had its own Board of Trustees and there was no central administration. The Juvenile Evaluation Center in Swannanoa, was founded in 1961 and C. A. Dillon School in Butner was established in 1968.

In 1943, the North Carolina Board of Correction and Training was created by the North Carolina General Assembly. This board replaced the individual schools' Boards of Trustees and was the policy-making body of a unified system of training schools. The Commissioner of Correction and Training was the central administrative head of the training school system. The agency name was later changed to the North Carolina Board of Juvenile Correction and later to the Office of Youth Development.

In 1973, the Office of Youth Development was placed within the Department of Correction. In 1975, the Office of Youth Development was transferred to the Department of Human Resources and re-named the Division of Youth Services, with the mandate to provide programs and services that would implement the right of the committed child to appropriate treatment according to his or her needs.

The first state-owned detention center opened August, 1978 as the Juvenile Services Center in Fayetteville. It is now the Cumberland Regional Juvenile Services Center. The Gaston Regional Juvenile Services Center, located at Dallas, opened November, 1983. The Pitt Regional Juvenile Services opened in temporary quarters at Dobbs School in Kinston July, 1984 and moved to its new facility in Greenville, March 1985. The Wilkes Regional Juvenile Services Center, located at North Wilkesboro, opened February, 1985.

II. PHILOSOPHY AND GOALS

The Division of Youth Services provides the broadest possible range of services for the children committed to its care. These services are offered in the least restrictive setting consistent with both the needs of the child and with public safety.

The goals of the agency are:

- To provide programs and services that will permit each child served to realize maximum positive growth and development.
- To provide technical assistance, support and administrative services designed to foster local comprehensive service delivery system.
- To provide monitoring and evaluation services designed to promote safe, humane and effective services.
- To serve as an advocate for youth-at-risk and delinquent youth.

III. ADMINISTRATION

The Division of Youth Services' Volunteer Program is administered by the Administrative Services Section and serves the Division's five training schools and four detention centers.

A. TRAINING SCHOOLS

The Institutional Services Section of the Division of Youth Services administers the operations of the Division's five training schools for delinquent youth.

The training schools include four regional intake, open-campus institutions located across North Carolina, and one "secure" facility that serves the entire state and accepts children who have been diagnosed as moderately to severely emotionally disturbed. The schools are:

- Dobbs School, Kinston
- C. A. Dillon (secure facility), Butner
- Juvenile Evaluation Center, Swannanoa
- Samarkand Manor School, Eagle Springs
- Stonewall Jackson School, Concord

A variety of services are offered including: psychiatric social, psychological and clinical chaplaincy services; individual and group counseling; academic programs including G.E.D., remedial math and reading, vocational rehabilitation services; medical and dental services; recreational services; and volunteer services.

B. Detention Centers (Regional Juvenile Services Centers)

The operation of the four state-owned regional juvenile services centers is administered by the Community-based Services Section.

The regional juvenile services centers are short-term resources that provide secure custody, (1) before the hearing, (2) pending placement in a treatment program, (3) after the disposition of a juvenile case prior to the child's admission to a training school or (4) for a child who has run away and will be handled through interstate compact placement.

The four regional juvenile services centers are:

- Cumberland Regional Juvenile Services Center, Fayetteville
- Gaston Regional Juvenile Services Center, Dallas
- Pitt Regional Juvenile Services Center, Greenville
- Wilkes Regional Juvenile Services Center, North Wilkesboro

The centers have a staff and program of activities and services for the child placed there so that his/her period of time in the Center will be beneficial to the child's adjustment.

Each Center is co-educational and provides the following services: Psychological services; individual counseling; group counseling; academic instruction; recreational services; medical services; and volunteer services.

IV. WHY VOLUNTEERS?

With limited staff, funding constraints, and increasing demands, a well-organized, structured volunteer program can provide the supplemental help for staff which will enhance quality services to our youth. Volunteers who receive adequate training and supervision can personalize services and assist youth who may need more time than the fulltime staff can provide. Volunteers often bring with them a range of talents and interests which can be well used in our agency. While working with an agency, volunteers learn about the agency and may become an important source of public relations. One of the most valuable benefits of a volunteer is that he or she becomes the agency's voice in the community.

V. AREAS AND EXAMPLES OF VOLUNTEER INVOLVEMENT IN YOUTH SERVICES CENTERS

A. ADMINISTRATIVE AND SUPPORT SERVICES

- Clerical assistance
- Gift wrapping
- Fund raising assistance
- Building monitors

B. PUBLIC RELATIONS

- Staff speaking engagements
- Tours

C. MAINTENANCE

- Landscaping
- Grass cutting
- Painting
- Washing windows
- Minor repairs to buildings

D. ACADEMIC AND VOCATIONAL

- Tutors
- Library assistants
- Surrogate parents
- Hall monitors
- School office and classroom assistants
- Field trip assistants
- Arts and crafts teachers
- Teacher aides
- Career day advisors

E. COTTAGE LIFE

- Interns
- Friendly visitors
- Big brother/big sisters
- Special events (musicals, movies)
- Group sponsors of cottages (fun things - games movies, holiday parties, birthdays, etc.)
- Cottage chaperones
- Sewing/laundry assistant
- Hair cuts
- Boy/Girl Scout leaders

F. RECREATION

- Interns
- Game organizers
- Recreation assistants or aides

G. TREATMENT

- Interns
- Drug therapy program
- AA program
- Alateen program

H. CHAPLAINCY PROGRAM

- Aides to chaplain
- Sunday school teachers
- Vesper teachers
- Musicals
- Movies

VI. VOLUNTEER SECTION

The Volunteer Services Program is intended to increase both the quality and quantity of all services and programs, recognizing volunteer workers (non- paid staff) as a significant and vital part of the Division of Youth Services. Through "people helping people" you will gain personal satisfaction for your efforts while the youth will be encouraged to develop skills and talents, both within the institutional setting and upon return to his/her home community.

By volunteering, you are helping to ease workloads of staff members and at the same time, offering a hand of friendship, sharing experiences, understanding and accepting to the youth.

A. WHO CAN BE A VOLUNTEER?

A mature person 18 years of age or older who is interested in the welfare and well-being of young people in trouble, may make application to be a volunteer.

All volunteers offering their services to the Division of Youth Services are requested to submit a volunteer application (Form #9002) which includes three (3) references. There are a number of reasons for this application process:

- The qualifications of the volunteer must be matched to the needs expressed in the volunteer job description.
- Volunteers who perform professional services must be certified or licensed to do so. Volunteers offering professional services are required to cite their credentials and/or certificate status in their initial application. Tutoring or sponsorship of a craft or hobby program is not considered a professional service.
- The goals volunteers have for performing their services must be compatible with the goals of the Division of Youth Services. Only with a common focus can volunteers be effective in their jobs.
- Volunteers "certified" and approved through the Volunteer Services Program are covered under the Tort Claims provisions while performing their volunteer service.

B. WHERE CAN YOU FIT IN?

The following are areas where individuals or organizations are needed as volunteers.

-- Assist With On-Going Program or Operation: Assist leader or teacher of a recreation program, tutorial group, etc. with programs for the mentally retarded, emotionally disturbed, or culturally deprived; assist in any on-going programs at the center.

-- Provide Program: Put skills to work -- teach art, crafts, creative dramatics, music, group singing, sewing, cooking, swimming, sports. Organize regular recreation sessions. Lead a group of young people in Scouting or similar organizations. Provide parties, picnics, field trips to places or events of interest.

-- Provide "People to People" Services: Be a friend to deprived youngsters. Tutor a slow learner. Build a friendly, supportive relationship between your family and one from a different cultural background. Interview individuals for some specific school purpose.

-- Become a Surrogate Parent: A surrogate parent is a volunteer who is interested in seeing that children receive the best education possible. A surrogate parent is assigned to a child who does or may need special education when that child's natural parents cannot be located or the child is a ward of the state.

Who qualifies?

Anyone wishing to be a surrogate parent should meet the following criteria:

a. Have no interests that conflict with the interests of the child represented.

b. Have knowledge and skills that ensure adequate representation of the child. (In order to help fill this requirement training is currently being conducted around the State of North Carolina for persons interested in becoming surrogate parents).

c. Must not be employees of the state or any local government, educational, or human resources agency responsible for or involved in the education or care of the child.

How To Get More Information

-- Contact any local School Pricipal or Volunteer Director:

-- Provide Assistance That Can be Done at Home or in Club Meetings: Collect good used items to give to a school -- books, recent magazines, clothing, craft material. Correspond with incarcerated youth. Sponsor a fund-raising event for a specific "beyond budget" purpose. Make various items, tray or table favors, holiday decorations, visual aids, teaching devices, simple toys and games, hand puppets, small gifts for individuals, etc. Write articles, provide art work, make posters for school publicity. Make speeches, show slides, and movies to interested groups.

-- **Provide Material, Equipment, "Beyond Budget" Funds for School Use:** For school programs or operation: art, craft, or other program materials, tools, equipment, magazine subscriptions, books, records, table games, recreation or sports equipment (pool table, record player, radios, T.V.s, and other urgently needed items). For students: clothing, food baskets, birthday and holiday gifts, games, etc.

-- **Sponsor New Programs to Meet Community Needs:** Organize a supportive "friendship" program for youth in school, discharged youth or hard-to-reach youth. Sponsor a community cleanup program. Organize a career information clinic.

C. **EXAMPLES OF ITEMS ALWAYS NEEDED:**

- Greenhouse/landscaping items (cutting, soil, plants, bulbs,)
- Books - new and used
- Magazine subscriptions
- Pre-recorded music for soloists and choirs
- Top 40 records/tapes (45 and 33 1/3)
- Games
- Athletic equipment (footballs, basketballs, softballs, etc.)
- Table games
- Playing cards, checkers, chess, etc.
- Cassette players
- Blank cassettes
- Televisions
- Visual aids
- Teaching devices
- Art materials
- Craft materials
- Movies
- Complimentary tickets to sports events, cultural programs, concerts, circus, fair, etc.
- Food basket for cottage
- Pool table
- Pool sticks and tips
- Ping pong tables

VII. RESPONSIBILITIES OF VOLUNTEERS

As a volunteer, you are assuming certain responsibilities that demand loyalty both to the Division of Youth Services and to the youth you are serving. You must be willing to be trained and be supervised. Please examine the training situation in your school and ask questions about procedures. Understand the reasons behind policy. We like to hear your construtive suggestions.

Volunteers are an important part of our young peoples lives, therefore, you must be able to make the required time commitment for the assignment. Disappointment can cause undesirable behavior and delay the treatment process, as disappointment is an all-too-familiar pattern for many youths.

It is important to be truly interested in what you are doing and with whom you are working. Job satisfaction should be as important to you as it is to staff. If you are not performing a service that you feel is needed, contact the Volunteer Services Director for a new assignment. You are an important part of our organization, and your time and talents are far too valuable to be wasted.

A. POLICY

- The consumption of alcohol or drugs is prohibited while serving as a Division of Youth Services' Volunteer.
- Volunteers shall not supply money to students.
- Volunteers shall not provide cigarettes, alcohol, or drugs to students.
- Possession of firearms, alcohol, or drugs while serving as a Division of Youth Services' Volunteer is prohibited.
- The Division of Youth Services' picture-identification tag must be worn in plain view at all times while you are on campus or while supervising a group of students off campus. Upon your termination as a volunteer, you must turn in your picture identification tag to the Volunteer Director.
- Volunteers must be dependable and conscientious:
  - -- Be punctual and sign in and out upon arrival and upon arrival and departure.
  - -- Give adequate notification to the Volunteer Director when unable to continue volunteer assignment.
  - -- Comply with all rules and regulations adopted by the Division of Youth Services and the Center where serving.

VIII. SUPPLEMENTARY MATERIAL

A. SUGGESTIONS FOR RELATING TO ADOLESCENTS

B. A VOLUNTEERS'S CODE OF ETHICS

C. BILL OF RIGHTS FOR VOLUNTEERS

D. TEN COMMANDMENTS FOR VOLUNTEERS

Suggestions for Relating to Adolescent:

- Develop and maintain the clients trust. You must earn this trust by acting responsibly and protecting confidentiality.

- Observe and note non-verbal means of communication used by the client.

- Listen and let the client speak, and be sure you hear the problem and what is expected from you.

- Do not be over-active. The natural tendency often is to talk a lot and offer a good deal of help. Let the client take the lead.

- Determine the clients emotional level. Is the person depressed or is it frustration and anger? Get the client to talk at this level.

- Do not accept "I am as I am" statements. Consider the client capable of changing.

- Notice the concept of blame, whether it is directed at self or others. Point it out when it occurs and discuss the consequences of this behavior.

- Do not present solutions to the client. One goal of therapeutic intervention is to allow persons to become responsible for themselves and aware of the consequences of their actions. Do not create dependency on yourself by taking over this responsibility. You clarify, they solve.

- Do not become absorbed with historical excuses or reasons for present problems. Focus on what is happening now to maintain the situation and permit the client to explore what could be done to clarify it.

- Verbalize your observations descriptively, not critically.

- Be clear about one's philosophy. We believe it is healthy to examine it and desirable to be open in discussing it.

- Build an effective relationship. Be patient -- it takes time.

- Be honest with yourself and the youth.

- Take a non-judgmental attitude toward the ideas and feelings of the youth. Accept his/her feelings as being real despite your reactions to them.

- Focus on helping the student make decisions which will affect his/her adjustment in the community.

- Become familiar with community agencies that provide help in special problems.

- Do only those things you feel capable of dealing with. Let professionals handle special problems. Specific information pertaining to students should be discussed only with the assigned social worker as is deemed appropriate.

A Volunteer's Code of Ethics

As a volunteer, I realize that I am subject to a code of ethics, similar to that which binds the professional. I, like them, in assuming certain responsibilities, expect to be accountable for them.

- As a volunteer, I will keep condidential matters confidential.

- As a volunteer, I agree to serve without pay with the same high standards as the paid staff.

- As a volunteer, I must be loyal and refrain from criticizing that which I do not understand.

- As a volunteer, I must take to my work an attitude of openmindedness; to be willing to be trained for it; to bring to it interest and attention.

- As a volunteer, I must be time-responsible. Knowledge of allotted time to serve must be carefully considered, and I must arrive on time and leave on time, unless there is a good reason for other procedure.

- As a volunteer, I must be relaxed and cheerful because attitude is a great part of any person-to-person contact.

- As a volunteer, I am eager to contribute all that my experiences, training, skills and education have made possible, and being eager to offer a willing heart and hand, I accept this code for the Volunteer as my code.

Bill of Rights for Volunteers

- The Right to be Treated as a Co-worker - not as "just free help" - nor as a "prima donna."

- The Right to a Suitable Assignment - with consideration for personal preference temperament, life experience, education and employment background.

- The Right to Training for the Job - thoughtfully planned and effectively presented.

- The Right to Know as Much About the Agency as Possible - its policies - its people - its programs.

- The Right to Continuing Education on the Job - as a follow-up to the initial training - information about new developments - training for greater responsibility.

- The Right to Sound Guidance and Direction - by someone who is experienced, well informed, patient and thoughtful - by someone who has time to invest in giving guidance.

- The Right to a Place to Work - an orderly, designated place - conducive to work - worthy of the job to be done.

- The Right to Promotion and a Variety of Experiences - through advancement to assignments of more responsibility - through transfer from one activity to another - through special project assignments.

- The Right to be Heard - to have a part in planning - to feel free to make suggestions - to have respect shown for an honest opinion.

- The Right to Recognition - in the form of promotion and awards (or some tangible evidence) - through day-to-day expressions of appreciation - by treatments as a bona fide co-worker.

The Volunteer who accepts the benefits of the Bill of Right must accept the responsibilities and obligations that go with these benefits.

Be sure . . . . . Look into your heart and know that you really want to help other people.

Be Convinced . . . . . Don't offer your services unless

	you believe in the value of what you are doing.
Be loyal	Offer suggestions, but don't "knock." Accept the rules. Don't criticize what you don't understand; there may be a good reason.
Speak Up	Ask about the thing you don't understand. Don't hold in your doubts and frustrations until they drive you away or turn you into a problem worker.
Be Willing to Learn. .	Training is essential to any job well done.
Keep on Learning . . .	Know all you can about agency and your job.
Welcome Supervision. .	You will do a better job and enjoy it more if you are doing what is expected of you.
Be Dependable	Your word is your bond. Do what you have agreed to do. Don't make promises you can't keep.
Be a Team Player. . . .	Find a place for yourself on the team. The "lone operator" is pretty much out of place in today's complex community.

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* Mrs. Richard L. Sloss, Volunteer Director, Office of Volunteers Pacific Area, American National Red Cross San Francisco, California.

TEN COMMANDMENTS
FOR
VOLUNTEERS AND PROFESSIONAL STAFF*

For Volunteers:

1. Understand the job you undertake to do.

2. Accept training appreciatively, and contribute your knowledge and experience.

3. Match your interests to the needs about you and therefore, to the job.

4. Serve with faithfulness and continuity, listen for and report new insights about your work

5. Discover its meaning to the total program of which it is a part.

6. Open yourself to opportunities for growth - in skills sympathy, self-confidence and responsibility.

7. Value your special two-way role as community interpreter.

8. Contribute to supervision by self-evaluation and a willingness to ask.

9. Give loyality to your institution, its staff and its program.

10. Take pride in the volunteer's career. It pays handsomely in treasures of the spirit.

For Professional Staff:

1. Do not describe the job as it is not. Don't minimize the time or ability it takes.

2. Offer well-planned program of training and supervision.

3. Concern yourself with the volunteer as a person, not an object.

4. Expect basic ability and reliability and then build on them sharing understanding. Do not confuse with jargon. Language is to be used not to confuse, but to enlighten; not to obstruct, but to commuicate.

5. Be ready to place when you recruit.

6. Give the volunteer a significant task. Don't equate volunteers with untrained persons.

7. Inform the volunteer. Make him an insider, too. He's on staff.

8. Evaluate with the volunteer.

9. Trust the volunteer. If your expectancy and faith are high, so will be his response.

10. Give proper recognition.

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* Adapted from writing of Dr. Daniel Thursz and Mrs. Leonard Weiner.

IX. STAFF SECTION

A. POLICY

The Volunteer Services Program is intended to increase both the quality and quantity of all services and programs, and to recognize volunteer workers as a significant and vital part of the Division of Youth Services.

The Division further recognizes that volunteer service is designed to supplement, not to supplant, paid staff. Volunteers may provide meaningful service to each discipline/department. It is the responsibility of every staff member to actively support volunteerism through coordination and cooperation with the Volunteer Services Director. Each staff member is encouraged to involve volunteers to enrich and increase the Division's ability to deliver services, programs and activities for youth.

B. PROCEDURES FOR AN EFFECTIVE VOLUNTEER PROGRAM

1. Staff Requests for Volunteer Services

a. All requests for volunteer services must be done in writing to the Volunteer Director. The requests should state type of service and number of volunteers desired.

b. While requests may originate with any staff member, requests for volunteer services shall be routed through department/program manager to the Volunteer Director.

c. Requests will be acknowledged in writing by the Volunteer Director within 48 hours.

2. Recruitment

a. Recruiting of volunteers is the primary responsibility of the Volunteer Director.

b. Referrals for volunteer services are encouraged by staff but must be routed through the Volunteer Director.

c. All requests for public appearances pertaining to volunteer services and/or institutional programs shall be pre-recorded with the Volunteer Director, subject to the approval of the institutional director.

d. Recruiting efforts shall include the public media, civic organizations, appropriate educational, institutional, public/non-profit agencies and individuals without regard to race, creed, or sex.

3. Screening

The three components of the screening process are: (1) completion of the application, (2) a meeting with the Volunteer Director; and (3) references are checked. During the interview the Volunteer Director should see that the atmosphere is friendly, inviting, and comfortable. The volunteer should have your attention and interest. In conversing with the volunteer the Volunteer Director will find out the interests and motivation for wanting to volunteer. The goal of the interview should be to know where and if the person will fit in the Center's setting.

4. Interviewing

a. Any mature person over 18 years of age who is interested in the welfare and well-being of young people in trouble may make application to be a volunteer.

b. An application (DYS #9002) is filed for each volunteer and/or staff providing volunteer services.

c. Program managers/department heads may interview prospective volunteers to ensure appropriate and meaningful placement.

d. Each volunteer or group representative participates in and individual interview with the Volunteer Director for the purpose of determining suitability for volunteer service.

e. From time to time, individuals under 18 years of age may volunteer. The procedure to handle the under-18 individual is as follows:

When a person under 18 years of age applies to become a volunteer, the Volunteer Director must find that this individual can and will fill a necessary service need of the Division and that a level of emotionally maturity exists to handle the situations facing volunteers. After this requirement has been satisfied, the Volunteer Director must recommend approval of the juvenile volunteer to the Facility Director for approval. If the Facility Director concurs in this approval, a recommendation is submitted to the Division's Volunteer Administrator for concurrence of disapproval.

If a disagreement occurs between the Facility Director and the Volunteer Administrator as to the approval or rejection of the applicant, then, the Assistant Director for Institutional Services or Chief of Juvenile Detention Services (depending on which facility) shall make the decision.

Under no circumstances should anyone under 18 years of age serve as a volunteer until after final approval.

Student Volunteers - Division of Youth Services students may volunteer from time to time. If the student is volunteering for an off campus activity, prior approval of the volunteer director is required (as well as any other approval of students for off-campus visits). Consideration of adequate supervision, etc. should be taken into account before the request is made to the volunteer director.

If a student volunteers to work for a group as a special project, care should be taken to ensure that this is for a non-profit organization and that the student(s) is adequately supervised and covered by insurance. Requests of this type must be cleared by the Volunteer Administrator in the Division Office after all necessary requirements have been met on campus. These requests should be presented to the Division Office at least 30 days before the scheduled event. In no cases, should this be allowed without prior approval from the Volunteer Administrator.

5. Orientation

a. Every volunteer is provided with the following information:

- Tour of institution
- Overview of institution's population
- Institution's rules and regulations (All volunteers shall agree in writing to abide by these rules and regulations.)
- Purpose of volunteer services program
- Importance of confidentiality

Additional information may be provided per each institution's need.

b. Specific details pertaining to individual students may be provided by the social worker as is deemed appropriate.

6. Training

a. All staff shall receive basic volunteer utilization training within the first year of employment.

b. Each approved volunteer will be provided with adequate orientation to the volunteer services program and training appropriate to the assigned job.

c. Specific on-the-job training shall be provided by the assigned staff.

d. Staff are encouraged to provide on-going training opportunities for volunteers.

e. Staff who volunteer shall meet all requirements and be treated the same as any other volunteer. Staff shall not be used as a volunteer in usual job capacity.

7. Placement

a. Upon successful completion of the certification process (application, interviewing, orientation and training), the volunteer is assigned to a spcific task under staff supervision.

b. Every certified volunteer will be issued an individual identification card.

c. Every certified volunteer will sign a contract for a specified volunteer assignment, length of commitment, and to ensure confidentiality.

d. I. D. cards shall be issued to all volunteers before they begin their services to the institution. I. D. tags shall be issued only from a list supplied and authorized by the Volunteer Director after the signing of a formal contract which shall be on file in the Volunteer Director's office.

e. Every volunteer must wear an I.D. in plain view at all times while on campus or while escorting a DYS group off campus. Upon termination of a volunteer's services, the I.D. tag shall immediately be returned to the Volunteer Director.

8. Supervision

a. Each volunteer will be assigned to a staff member who will act as an individual supervisor.

b. It will be the responsibility of the immediate supervisor to direct and support the volunteer in carrying out assigned responsibilities. In no way will this relieve the immediate supervisor of any responsibilities.

c. There will not be any significant change in assignment without the immediate supervisor contacting the Volunteer Director for approval.

d. Any difficulties or questions regarding volunteer services shall be brought to the immediate attention of the Volunteer Director.

e. The right to serve as a volunteer may be withdrawn by the approving authority for misconduct, failure to perform in the area assigned or activities that undermine the objective of the Division of Youth Services. The reason for the action must be documented by the Volunteer Director and the immediate supervisor and submitted to the facility director with a copy maintained in the Volunteer Director's file and a copy forwarded to the Division of Youth Services Volunteer Administrator in the Division of Youth Services.

9. Evaluation

a. Volunteers shall be afforded the opportunity to evaluate their own progress and development as well as the situation to which they are assigned.

b. A written evaluation shall be conducted midway through the assignment for both volunteers and supervisors.

c. An exit interview will be conducted by the Volunteer Director for each volunteer terminating his/her assignment.

10. Documentation of Volunteer Services

a. An individual file shall be kept on each volunteer containing an application form (DYS 9002), record of reference comments, a job description, a record of volunteer hours served, the contract, performance evaluation, and exit interview information.

b. Documented volunteer service shall serve as partial fulfillment of training and experience requirements for state employment, pursuant to policies adopted by the State Personnel Commission. To that end, letters of documentation of volunteer service shall be provided when requested by a volunteer.

11. Recognition

a. Each institution shall provide such appropriate recognition as is consistent with the Division of Youth Services policy.

b. All formal recognition functions shall be coordinated through the Division of Youth Services Volunteer Administrator.

c. Informal recognition shall be provided to volunteers on a regular on-going basis.

d. Coordination with outside agencies for recognition of Division of Youth Services volunteers shall be handled through the Division of Youth Services Volunteer Administrator.

X. DYS VOLUNTEER PROGRAM FORMS

A. Volunteer Application (DYS 9002)

B. Contract Between Division of Youth Services and Volunteer (DYS 9003)

C. Volunteer Job Desription (DYS 9004)

NORTH CAROLINA DEPARTMENT OF HUMAN RESOURCES
DIVISION OF YOUTH SERVICES

VOLUNTEER APPLICATION

It is a normal part of the Volunteer Services Program procedure to reserve the right to make such checks as are deemed appropriate on the suitability of any new worker for the important responsibility of work involving juveniles. This applies to both professional as well as to volunteer staff, quite naturally, since it is our policy to treat volunteers with all the consideration given professionals.

We trust that you will understand this in the spirit intended. Any checks will be made in a manner designed to avoid embarrasment; but, please feel free to discuss this matter with our Volunteer Coordinator or Program Director before proceeding with arrangements for volunteer work. We sincerely appreciate your desire to assist the N. C. Division of Youth Services.

NAME(FIRST, LAST, MIDDLE):			HOME PHONE:	BUSINESS PHONE:
ADDRESS:				RELIGIOUS PREFERENCE:
OCCUPATION(IF COLLEGE STUDENT, GIVE MAJOR):			PLACE OF WORK(OR COLLEGE):	
RACE:	BIRTHPLACE:	MARITAL STATUS:	AGE GROUP: ☐ 18-21 ☐ 21-29 ☐ 30-39 ☐ 40-59 ☐ 60+	
NUMBER AND AGES OF YOUR CHILDREN BOYS	GIRLS		HIGHEST LEVEL OF EDUCATIONAL ATTAINMENT(CHECK ONE): ☐ JR. HIGH ☐ SR. HIGH ☐ COLLEGE ☐ GRAD. SCH. ☐ TECH.	
COLLEGE MAJOR(S) AND INTERESTS:				
SOCIAL, CIVIC, PROFESSIONAL OR FRATERNAL AFFILIATIONS:				
HOBBIES, INTERESTS, SPECIAL SKILLS:				
REASONS YOU DESIRE TO VOLUNTEER YOUR SERVICES:				
IF YOU HAVE WORKED WITH YOUNG PEOPLE BEFORE, DESCRIBE BRIEFLY:				
WHAT WOULD YOU LIKE TO DO FOR THE YOUTH IN OUR SCHOOLS:				
HOW DID YOU LEARN OF OUR VOLUNTEER PROGRAM:				
TO WHICH SCHOOL DO YOU DESIRE TO GIVE YOUR SERVICES:	ARE YOU WILLING TO WORK WITH A CHILD OF A DIFFERENT RACE:	WHAT AVERAGE TIME ARE YOU ABLE TO GIVE MONTHLY:	DO YOU HAVE PUBLIC LIABILITY INSURANCE ON YOUR CAR: yes no	

DYS 9002 (REV. 11/77)

PLEASE COMPLETE PAGE 2

CONTRACT BETWEEN DIVISION OF YOUTH SERVICES AND VOLUNTEER

The purpose of this contract is to define and set forth the duties and responsibilities of the agency and the volunteer:

_____(Agency) and _____(volunteer) agree to the following:

THE AGENCY AGREES:

1. To provide all necessary training and supervision required for the volunteer position and to do a periodic evaluation of the volunteer's performance.
2. That if a volunteer is to be assigned new or additional duties, it will be done by mutual agreement between the volunteer and the director of volunteer services.
3. To offer an orientation course as well as on-the-job training.
4. That the director of volunteers is responsible for selection, placement, dismissal, and overall supervision of the volunteers.
5. To provide the same space, equipment and working conditions, as given to paid staff who are doing similiar work.
6. To keep an account of volunteer hours, and to provide a letter of recommendation when requested.
7. To give volunteers an opportunity to meet with agency administrator.

THE VOLUNTEER AGREES:

1. To abide by all established policies and procedures of the facility.
2. To provide, if possible, at least 24 hours notice to the facility if unable to be at work at regular time (except in the case of sudden illness or emergency).
3. To accept the guidance and decisions of the director of volunteers.
4. To carry out duties promptly and reliably.
5. To use space and equipment only for work assignment and only at authorized time.
6. To maintain the dignity and integrity of the agency with the public and **honor confidential information**. I understand that the divulging of confidential information to unauthorized persons will make me subject to either civil action for the collection of monetary damages and/or suspension or dismissal.
9. To participate in meetings with agency when appropriate or required.
10. To consult with volunteer director before taking any steps to alter the terms of this agreement.
11. To give _____ hours every _____(day/week) as a _____ _____(job description). The service will begin _____ _____(date) and end_____(date).

_____	_____	_____
Volunteer	Date	Renewal Date
_____	_____	_____
Volunteer Director	Date	Renewal Date
_____	_____	_____
Director/Designee	Date	Renewal Date

DYS 9003 (Revised 9/86)

VOLUNTEER JOB DESCRIPTION

Job Title:

Job Objective:

Major Responsibilities:

Qualifications:

Training:

Time and Place:

Supervisor:

700 copies printed at a cost of 80¢ each.

THE STRENGTH OF AMERICA